



Frequently Asked Questions

– Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program

Q: What is the Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program?

A: Using usage patterns and device data, our toner management system works with your @Remote software to accurately predict when the toner in your device is about to run out. Replacement toner will be automatically delivered to you at least 7 days before you need it. The system will streamline the delivery of toner whilst also consolidating the despatch of toner required in a week.

Q: Am I going to be affected by this change?

A: Currently, only customers using Ricoh office multifunction printers with auto toner services through @Remote will be affected by this change.

Q: Will Waste Toner bottles be automatically replaced as part of the S.M.A.R.T Delivery program?

A: The replenishment of Waste Toner bottles is not managed through the S.M.A.R.T Delivery program. When the "Waste Toner low" message appears on your device please visit ricoh.com.au/support/order-supplies to request a replacement bottle. Depending on the model of your device we might need to log a service call for the actual replacement of the waste toner bottle.

Q: Sounds good – what does that mean in practice?

A: The Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program takes toner ordering off your to-do list. You no longer need to remember to place an order for toner, our new system knows when to automatically generate a toner replacement order for you. You will receive your toner 7 days before you need it.

Q: What other features does this system have?

A: Our system is also able to check for other toners in your colour device to see if they are due for replacement in the next 10 days. It will then consolidate the order into a single delivery.

Q: How do I activate auto toner services to take advantage of the Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program?

A: Simply email automation@ricoh.com.au, and request to have the SMART delivery Program activated. You will need to include the serial number of the device, the name of your organisation and the contact details of the person who is to receive the toner.

Q: What does it cost?

A: The Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program is a service provided free of charge to Ricoh customers with office multifunction machines using @Remote, who have elected to have auto toner as a standard service.

Q: How can I know how much toner is left in my device?

A: Our customer service staff at our National Contact Centre can answer your question regarding toner levels in your machine, usage history or whether a replacement toner is on its way to you. Please log a call at ricoh.com.au/support/order-supplies.

Q: I am expecting a big print coming up – can I order toner manually?

A: Yes. If you are expecting a big print run, you can order toner manually through our National Contact Centre. Please log a call at ricoh.com.au/support/order-supplies. Note that our system will account for this manual order when calculating your next automated toner delivery.

Q: I like having spare toner on hand – can I purchase it?

A: Yes. If you'd like to have a spare toner on hand, you can purchase it by logging a call at ricoh.com.au/support/order-supplies. Our system will not account for this manual order when calculating your next automated toner delivery.

Q: What about Production and Wide format devices?

A: The Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program does not manage toner levels for production or wide format machines.